

## COMPLAINT INVESTIGATION ACTIONS AND DOCUMENTATION

Facility Name:

Complaint Investigation #:

Yes No N/A

			Complaint assigned and recorded on CFS 596
			Complainant advised of confidentiality issues and notification. Documented on CFS 596.
			Investigative Plan completed prior to initiating the investigation, recorded on CFS 596 and approved.
			LC09 screen checked and information documented.
			Investigation Specialist contacted within 2 days (concurrent only).
			Weekly contact maintained with Investigation Specialist (concurrent only).
			Background status for alleged perpetrator other than the licensee obtained (concurrent only).
			Document if there is pending Corrective Plan or Protective Plan. Notify supervisor and DCFS Regional Licensing Administrator if there are pending plans.
			Immediate unannounced site visit conducted or unannounced visit made within 2 business days.
			STAND ALONE INVESTIGATION: Protective Plan and Monitoring Schedule developed and submit to DCFS Regional Licensing Administrator.
			CONCURRENT INVESTIGATIONS: Protective Plan and Monitoring Schedule developed.
			CONCURRENT INVESTIGATIONS: copy of Protective Plan provided to Investigation Specialist and licensee within 3 days.
			Protective Plan delivered by mail or in person to licensee.
			Notify governing body of report CFS 596-02 within 5 days of initiating report.
			CONCURRENT ONLY: If child protection investigation is determined "Initial Unfounded" contact supervisor to determine need for monitoring visit or a stand alone investigation.
			Investigation completed within 30 days of date received in licensing unit.
			Written request for extension requested no later than day 25 of date received.
			Notify licensee/governing body by mail of initial and subsequent extensions within 3 days of approval.
			Extensions entered on LC08.
			Third or subsequent extensions submitted to DCFS Regional Licensing Administrator (stand alone only).
			File reviewed by supervisor within 7 business days of completion.
			File not approved by supervisor, deficiencies noted and timeframes given for completion.
			File approved by supervisor. Date:
			Letters to licensee/governing body/complainant sent within 5 days of approval.
			CFS 596 Licensing Complaint Form

			CFS 596-A Contact Summary
			CFS 596-B Interview Notes and Monitoring Schedule for Protective Plan
			CFS 596-C Findings
			CFS 596-D Checklist
			CFS 596-G Protective Plan
			CFS 596-01 Confirmation of Substantiated Violations
			CFS 596-02 Notification to Governing Body
			CFS 596-03 Notification of Unsubstantiated Findings
			CFS 596-05 Notice to Complainant
			CFS 597-C Monitoring Visit for Protective Plan

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Licensing Representative

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Date

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Licensing Supervisor

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Date